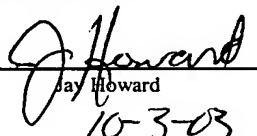


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Robert R. Bushey et al.
Filed: October 3, 2003
Title: *System, Method and Software for a User
Responsive Call Center Customer Service Delivery
Solution*

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV 352395655 US addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.


Jay Howard
10-3-03
Date

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. § 1.56, 1.97, and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that the references are material to the patentability of the present application.

Since the present Application is being filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. Section(use the symbol) 1.98(a)(2)(i) by the U.S. Patent and Trademark Office.

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064198.0176
(T00536)

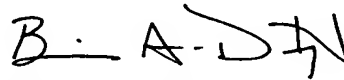
PATENT APPLICATION

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Applicants believe no fees are due at this time. However, the Commissioner is hereby authorized to charge any additional fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants

A handwritten signature in black ink, appearing to read "B. A. Dietzel".

Brian A. Dietzel
Reg. No. 44,656

Date: October 3, 2003

Correspondence Address:

Customer Number **31625**

512.322.2674
512.322.8307 (Fax)

PTO-1449 Information Disclosure Citation in an Application			Application No.		Applicant(s)		
			To be assigned		Robert R. Bushey, et al.		
			Docket Number		Group Art Unit		Filing Date
			064198.0176		To be assigned		10/03/03
U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A.	5765142	06/09/1998	Allred et al.	705	26	06/07/1995
	B.	5926204	07/20/1999	Mayer	348	7	12/29/1995
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	D.	2002/0107842	08/08/2002	Biebesheimer et al.	707	3	02/07/2001
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	F.	6519571	02/11/2003	Guheen et al.	705	14	05/27/1999
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		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES NO
	J.	2191144	01/23/2001	CA	H04N	7/16	X
	K.	0 694 833 A1	01/31/1996	EP	G06F	3/16	X
	L.	0 782 337 A2	07/02/1997	EP	H04N	7/173	X
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	O.	WO 96/06403 A1	02/29/1996	WO	G06F	17/60	X
	P.						
NON-PATENT DOCUMENTS							
		DOCUMENT (Including Author Title Source and Pertinent Pages)					DATE
	Q.						
	R.						
	S.						
	T.						
	U.						
EXAMINER					DATE CONSIDERED		
EXAMINER: Initial if citation considered whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.							